**Overview of Florida Grievance Process/How it works**

**Honorable Rodney Smith, Chair, Supreme Court Committee on ADR Rules and Policy**

**Janice M. Fleischer, Esq., Director, Florida Dispute Resolution Center**

* Flowchart
* Current Rules
* Supreme Court appointed Mediator Qualifications Board
  + - * Hears all grievances
      * 4 year staggered terms
        + 3 divisions

Judges

Non mediator lawyers

Certified mediators from all areas

* + - * Investigatory separate from Adjudicatory
        + Complaint committees
        + Panels
      * Distinction between Good Moral Character and Rule Violation
        + Burden of proof
        + How committee sits
* Complaint Committees (Investigatory)
  + - * Good Moral Character
        + Sit for a year/one from each division
        + Hear all GMC matters
      * Grievance Complaint Committee
        + 3 MQB Members
* Hearing Panel (adjudicatory
  + - * 5 members- Judge as chair
      * In person hearing with Decision
      * Admission and Stipulation to Panel- no in person necessary
      * Dismissal or Sanctions- published
* How committees are chosen and how DRC involved
* Anecdotal evidence of violations/suggestions
  + - * Ignoring parties for their attorneys
      * Cell phones/smart phones/texting/emails and confidentiality
      * Conducting mediations in another language
  + Pending Petition to completely revise current discipline rules